

MDOT MVA

*A premier customer
service organization*

OPERATIONS REPORT | **FY17**



MOTOR VEHICLE
ADMINISTRATION





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The Role of Maryland's



The Maryland Motor Vehicle Administration (MVA), one of the business units within the Maryland Department of Transportation (MDOT), is the agency responsible for all vehicle and driver licensing services in Maryland. MDOT MVA's goal is to be a premier customer service organization and ensure customers receive the information and services they need in an efficient, effective manner. To reach this goal, a knowledgeable and skilled staff provide a one-stop shop for the following services:

- Licensing drivers
- Registering and titling vehicles
- Managing the Vehicle Emissions Inspection Program (VEIP)
- Inspecting school buses
- Ensuring automobile insurance compliance
- Conducting driver education and motorcycle safety programs
- Managing the Maryland Highway Safety Office
- Directing the medical review process for fitness to drive
- Overseeing motor voter and organ donation registration
- Issuing permits to commercial truckers
- Regulating business/professional dealer licenses

MDOT MVA



To reach the premier customer service goal, MDOT MVA establishes high standards and the implementation of strategies that positively affect performance. MDOT MVA continually improves products and services and looks for every opportunity to demonstrate a customer-driven focus. The Administration is often the face of Maryland State government, and as such, MDOT MVA understands customers want quick, professional, accurate, convenient, and consistent service.

Whether it is contact through a one-on-one visit at one of MDOT MVA's branch offices or an interactive contact through the MDOT MVA web site, keeping the needs and concerns of customers is at the forefront of every decision. This FY 2017 Operations Report keeps customers informed of MDOT MVA's progress in each critical function including:

- Overview of Maryland's MDOT MVA
- Financial Revenues
- Financial Expenditures
- External Disbursements
- Capital Investments
- Customer Service Center
- Wait and Visit Time
- Customer Satisfaction Survey
- Transactions by Delivery and Service Type
- Alternative Service Delivery
- Vehicle Sales
- Registered Vehicles by County and Year
- Vehicle Emissions Inspection Program (VEIP)
- Alternative Fuel Vehicles
- Licensed Drivers by Age and Year
- Investigations
- Other Services (Internet, Business Licensing, Auditing, Organ Donor, Departmental Services)

The report provides an overview of MDOT MVA's current efforts and how the Administration is working to meet the demands of a more advanced, technologically challenging landscape. During 2017, MDOT MVA launched the Premier Customer Service Organization (PCSO) initiative to revitalize the customer-oriented approach to the MDOT MVA mission. This initiative allows MDOT MVA to adopt future-oriented tools, technologies, and business practices that will enable scalability and growth with the needs of the customer in mind.

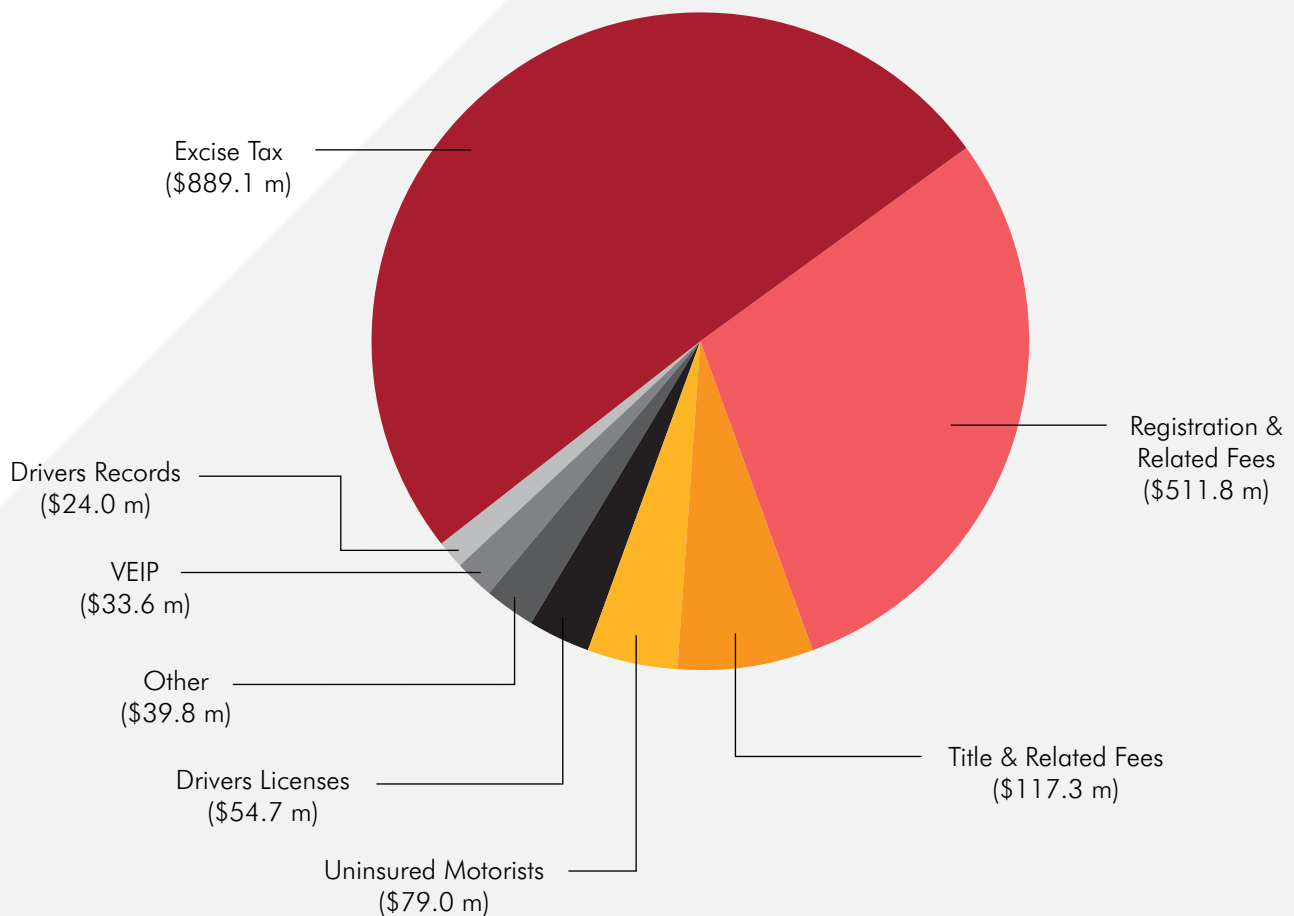
FINANCIAL *Revenues*

MDOT MVA's financial revenues remained stable totaling over \$1.7 billion during FY17, a slight one percent increase from FY16. **Table 1** shows the various sources of MVA revenue, which include excise taxes, registration and related fees, title and related fees, uninsured motorists, driver's licenses, VEIP revenue, drivers records, and other. **Figure 1** shows the breakdown of these sources with excise taxes resulting in the majority of the revenue followed by registration and related fees. These and the remaining sources remained consistent with amounts collected in FY16.



TABLE 1: NET GROSS REVENUE, FY16-FY17

REVENUE SOURCE	FY16	FY17
Excise Tax	\$ 863,539,160	\$ 889,077,682
Registration & Related Fees	\$ 502,288,464	\$ 511,759,275
Title & Related Fees	\$ 117,134,785	\$ 117,332,855
Uninsured Motorists	\$ 79,329,011	\$ 79,038,535
Drivers Licenses	\$ 53,948,589	\$ 54,651,704
Other	\$ 37,900,606	\$ 39,804,039
VEIP	\$ 31,616,642	\$ 33,591,605
Drivers Records	\$ 22,975,149	\$ 23,986,938
TOTAL	\$1,708,732,406	\$1,749,242,633

FIGURE 1: NET GROSS REVENUE, FY17

FINANCIAL

Expenditures

MDOT MVA internal expenditures in FY17 total \$219,797,965, which represents a decrease of \$495,000 from expenditures made in FY16 (\$220,292,739) as shown in **Table 2**. This resulted in a 1.3 percent decrease in overall budget spending. **Figure 2** shows the breakdown of these expenditures with salaries and wages representing the largest portion. Contracted services represent a quarter of all expenditures.

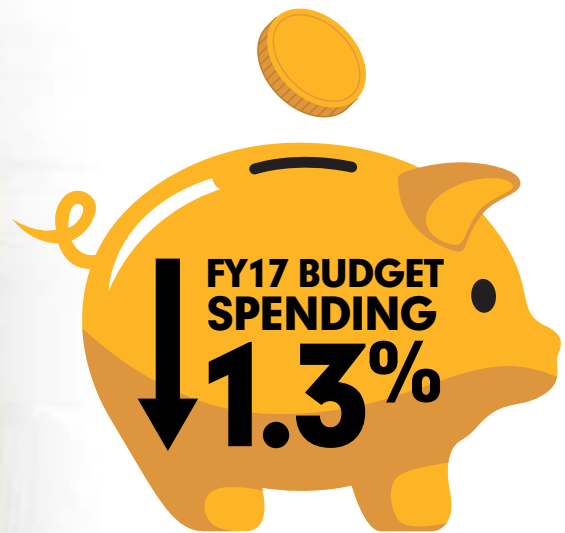
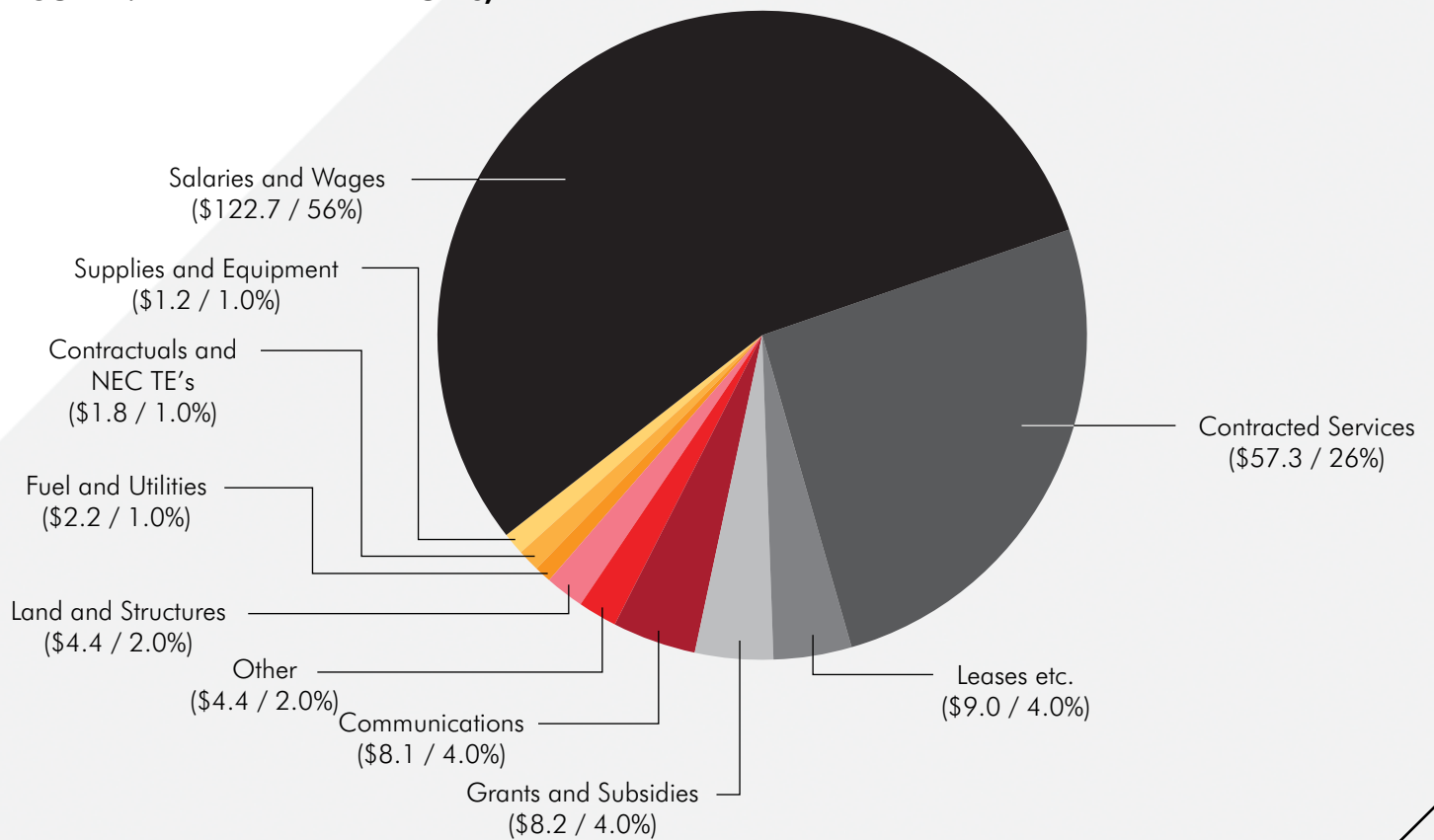


TABLE 2: INTERNAL EXPENDITURES, FY16-FY17

CATEGORY	FY16 EXPENDITURE	FY17 EXPENDITURE
Salaries and Wages	\$ 119,711,987	\$ 122,779,143
Contractuals and NEC TE's	\$ 1,843,664	\$ 1,848,473
Land and Structures	\$ 4,560,342	\$ 4,423,076
Leases etc.	\$ 7,993,464	\$ 9,095,503
Communications	\$ 7,920,599	\$ 8,175,215
Contracted Services	\$ 61,274,203	\$ 57,338,967
Supplies & Equipment	\$ 1,193,509	\$ 1,215,150
Fuel and Utilities	\$ 2,178,929	\$ 2,221,785
Grants and Subsidies	\$ 8,759,647	\$ 8,257,938
Other	\$ 4,856,395	\$ 4,442,715
TOTAL	\$ 220,292,739	\$ 219,797,965
Budget	\$ 227,955,515	\$ 230,659,399
% of Budget	96.60%	95.30%

FIGURE 2: INTERNAL EXPENDITURES, FY17

EXTERNAL *Disbursements*



External disbursements for MDOT MVA totaled nearly \$171 million (\$170,702,270) which is \$334,000 less than the disbursements in FY16 as shown in **Table 3**.

Figure 3 shows the percentage breakdown for each of the external disbursements with the largest share going to Maryland's Emergency Medical Services System at \$75.4 million. The next largest disbursement (\$55.3 million) is to the Maryland Automobile Insurance Fund, which is part of the General Fund. One third of all MDOT MVA gross revenue (\$1.75 billion) goes to the Transportation Trust Fund.

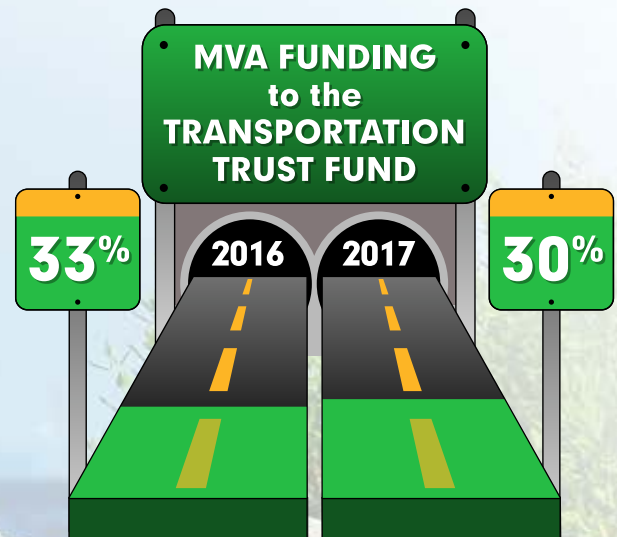
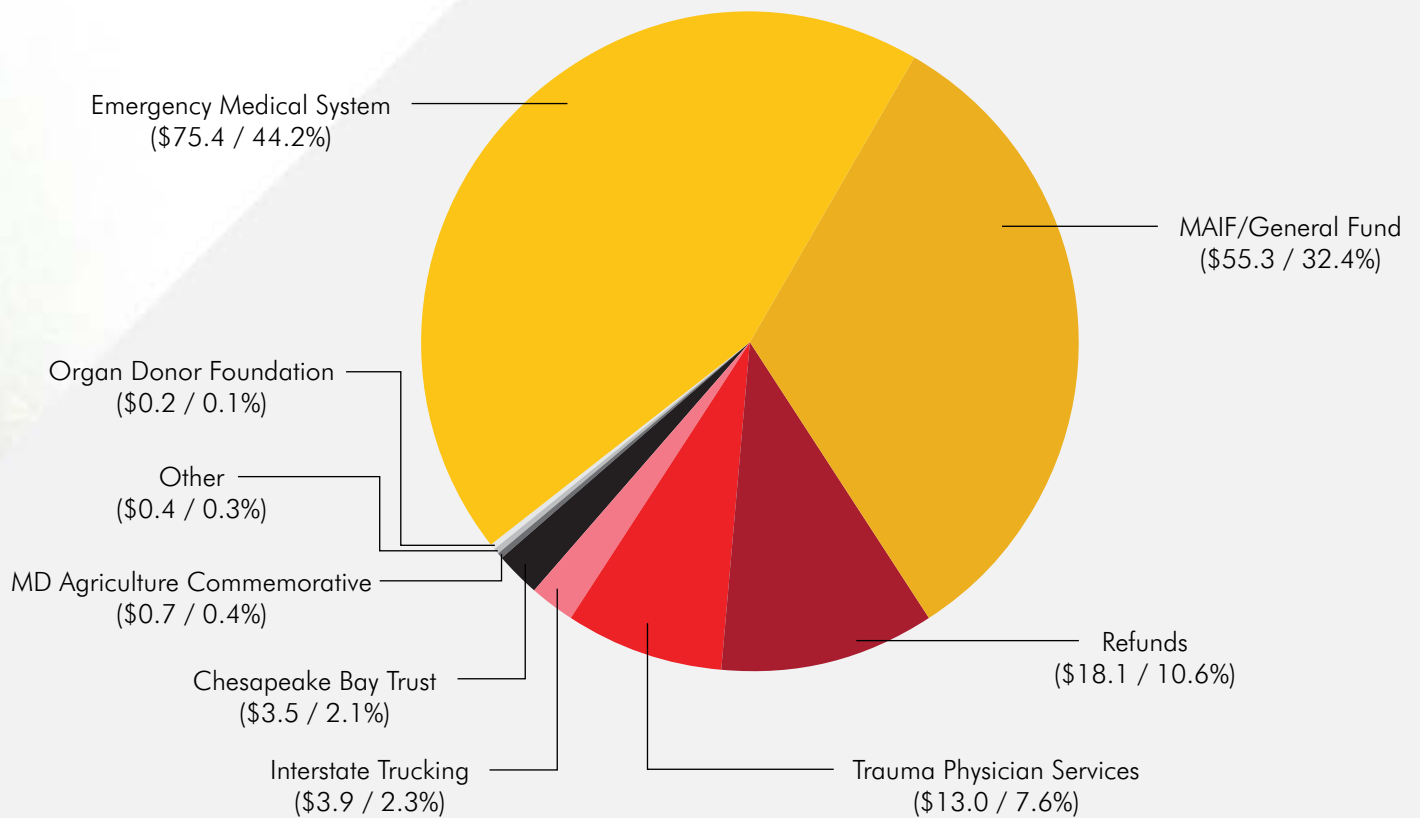
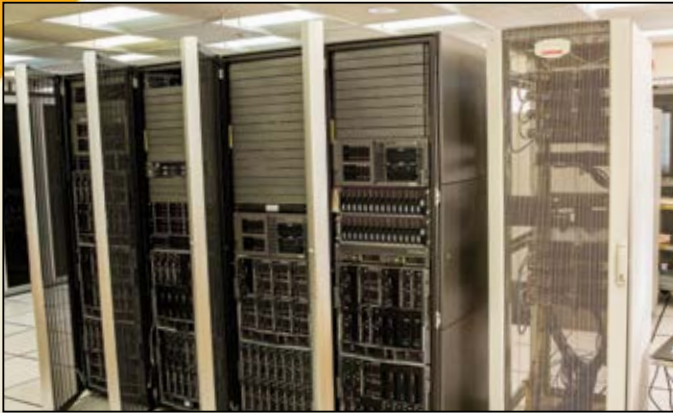


TABLE 3: EXTERNAL DISBURSEMENT OF FUNDS, FY16-FY17

FUND	FY16	FY17
Emergency Medical System	\$ 74,669,063	\$ 75,381,885
MAIF/General Fund	\$ 55,525,583	\$ 55,325,720
Refunds	\$ 17,918,304	\$ 18,129,384
Trauma Physician Services	\$ 12,878,887	\$ 12,990,186
Interstate Trucking	\$ 5,001,843	\$ 3,943,130
Chesapeake Bay Trust	\$ 3,651,489	\$ 3,548,840
MD Agriculture Commemorative	\$ 778,250	\$ 726,875
Other	\$ 381,449	\$ 439,817
Organ Donor Foundation	\$ 231,048	\$ 216,433
TOTAL	\$ 171,035,916	\$ 170,702,270

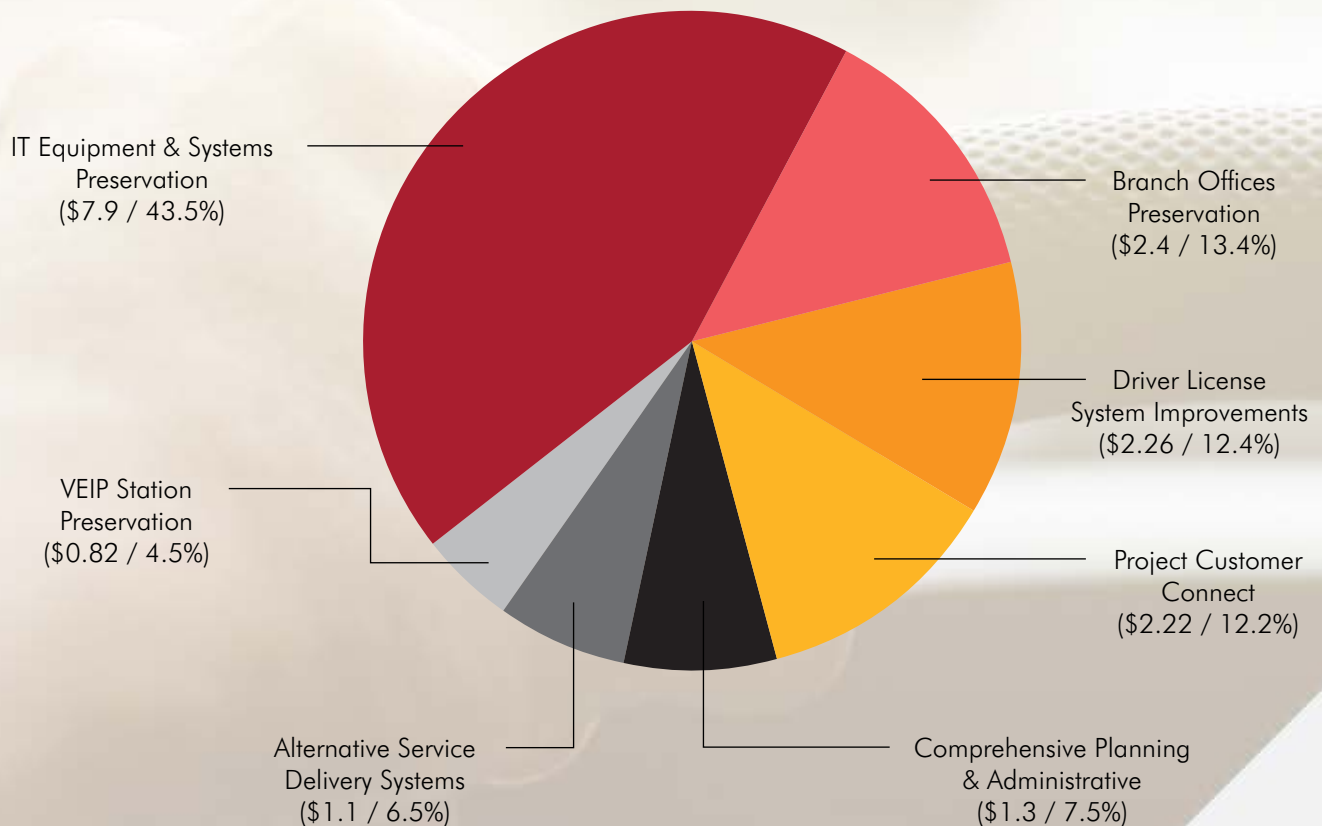
FIGURE 3: EXTERNAL DISBURSEMENTS OF FUNDS (MILLIONS), FY17

CAPITAL *Investments*



MDOT MVA capital Investments in FY17 totaled over \$18.25 million as shown in **Figure 4**. The Administration spent the majority (43.5 percent) on IT equipment and systems preservation. The next largest expenditures were for branch offices preservation (13.4 percent), driver license system improvements (12.4 percent), and project customer connect (12.2 percent).

FIGURE 4: CAPITAL INVESTMENTS (MILLIONS), FY17



TRANSACTIONS BY

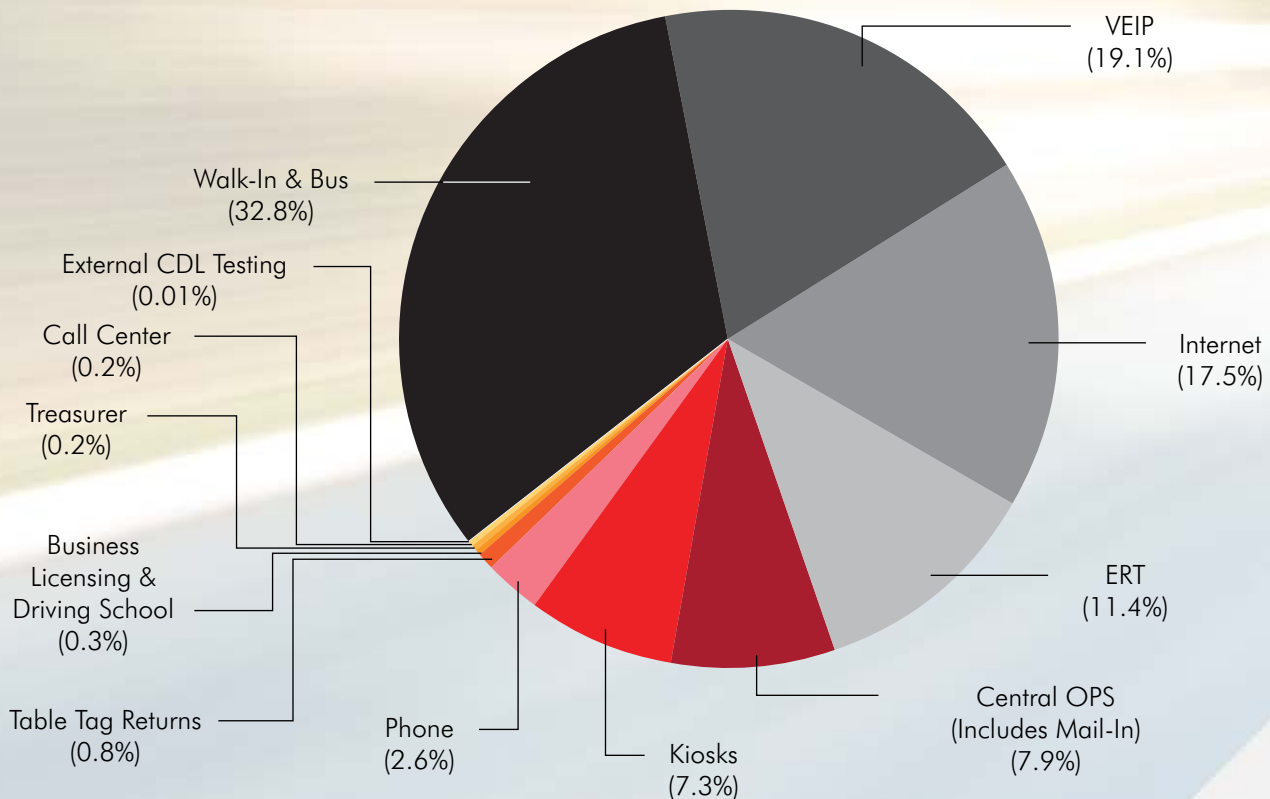
Delivery and Service Type

The MDOT MVA processed over 11.9 million delivery transactions in FY17, an increase of 9 percent over the 11 million transactions in FY16 as shown in **Table 4**. **Figure 5** breaks down these transactions by type and percentage. The largest number of transactions continue to be walk-ins and bus delivery (32.8 percent) followed by VEIP (19.2 percent) and then Internet (17.5 percent). The largest growth from FY16 to FY17 was in call center transactions, which saw an 8 percent increase. Kiosk, Internet, and Business Licensing and Driving School transactions each saw a 7 percent increase. Tablet tags refer to tablets that are now being used by MDOT MVA branch staff to process vehicle tag returns. This service was not available in FY16.



TABLE 4: NUMBER OF TRANSACTIONS BY DELIVERY TYPE, FY16-FY17

DELIVERY TYPE	FY16	FY17
Walk-In & Bus	3,794,379	3,655,516
Central OPS (Includes Mail-In)	906,757	876,156
ERT	1,209,160	1,271,109
Kiosks	767,984	819,789
Internet	1,825,854	1,949,655
Treasurer	22,706	22,436
Call Center	15,705	16,957
Phone	279,227	285,883
External CDL Testing	1,775	1,628
VEIP	2,152,993	2,134,704
Business Licensing & Driving School	28,604	30,489
Tablet Tag Returns	-	94,339
TOTAL	11,005,144	11,158,661

FIGURE 5: TRANSACTIONS BY TYPE OF DELIVERY, FY17

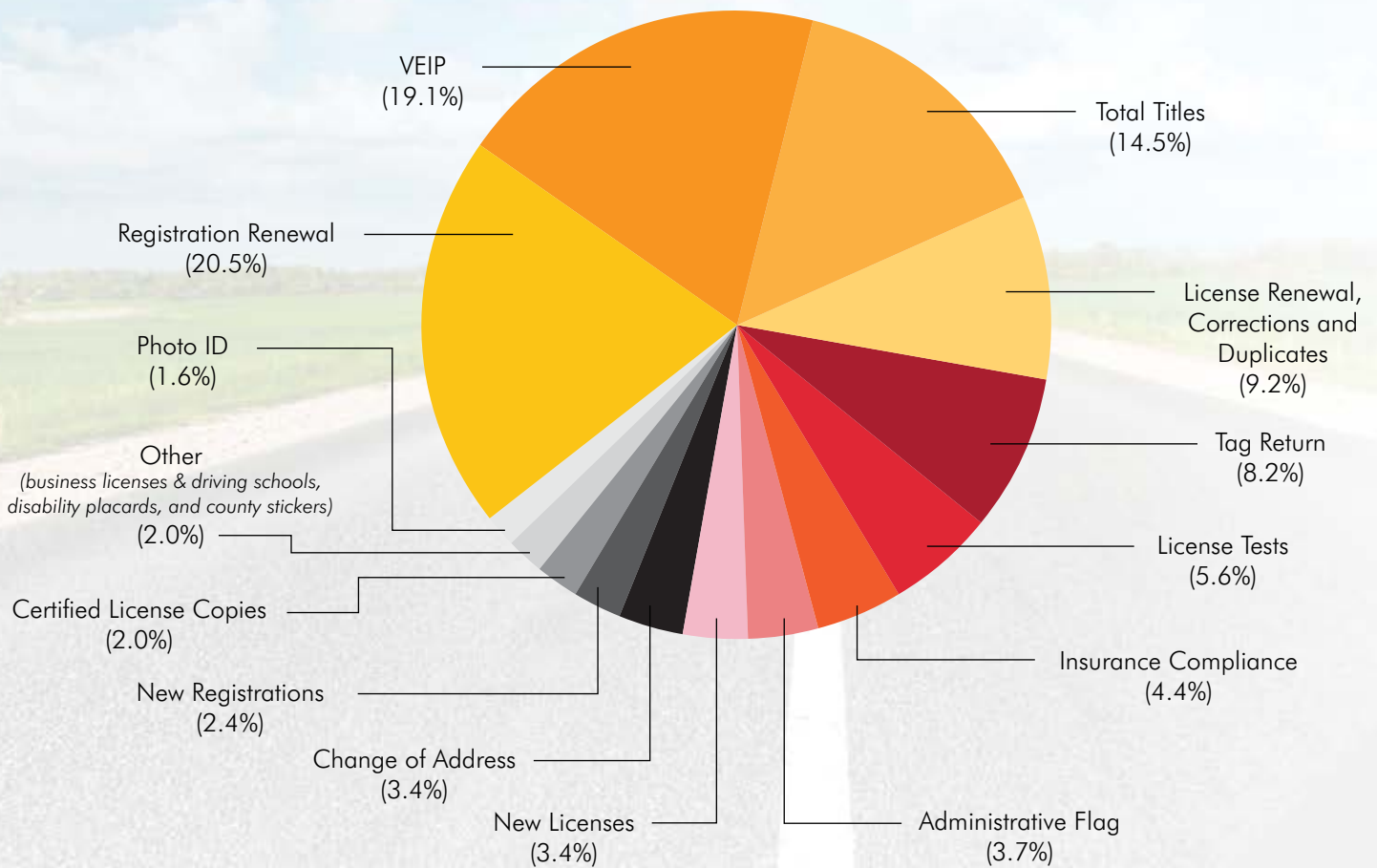
Registration renewal remains the largest category of transactions at 20.5 percent of the total, followed by VEIP tests, which accounted for 16.3 percent of transactions in FY17 as shown in **Table 5**. The largest increase from FY16 to FY17 was county stickers followed by administrative parking flag removal. The biggest decrease was in VEIP exemptions and waivers. **Figure 6** shows the categories of service transactions in FY17 broken down by percentages.

TABLE 5: NUMBER OF TRANSACTIONS BY SERVICE TYPE, FY16-FY17

SERVICE TYPE	FY16	FY17
New License	408,632	383,988
License Tests	676,525	624,210
Renewal	664,130	654,271
Corrections and Duplicates	349,191	368,172
Photo ID	178,549	175,555
Certified Copies	243,284	227,438
Registration	270,266	273,239
Registration Renewal	2,206,191	2,289,875
Titles - New	1,167,101	1,163,881
Titles - Other	442,323	452,207
Tag Return	856,684	916,636
Insurance Compliance	447,379	485,579
Business Licenses & Driving Schools	28,604	30,489
VEIP Tests	1,790,027	1,813,293
VEIP Extensions	276,810	249,566
VEIP Exemptions and Waivers	86,156	71,845
Change of Address	390,221	375,928
Administrative Parking Flag Removal	340,732	412,601
County Stickers	374	4,745
Disability Placards	181,965	185,143
TOTAL	11,005,144	11,158,661



FIGURE 6: TRANSACTIONS BY SERVICE TYPE, FY17



ALTERNATIVE *Service Delivery*

One of the ways MDOT MVA has improved satisfaction is by increasing opportunities for customers to access MDOT MVA services. This allows the individuals to complete transactions either through the phone, internet, kiosk, or mail at their convenience. Alternative Service Delivery (ASD) is a key part of the Administration's business approach with efforts focused on continually increasing the number of transactions handled through ASD.

Figure 7 shows the increase in the percentage of services accessed through ASD from FY08 to FY17. Over that 10-year period ASD grew to nearly 60%.

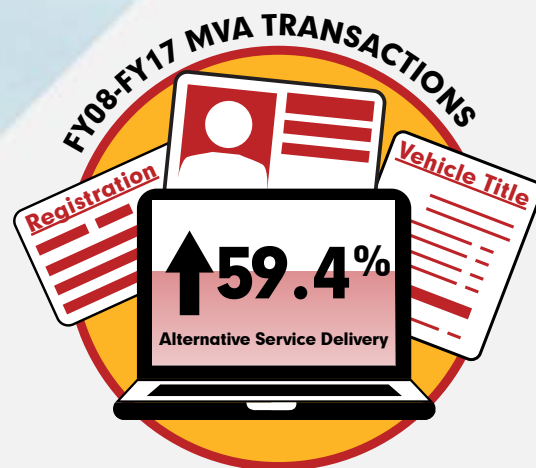
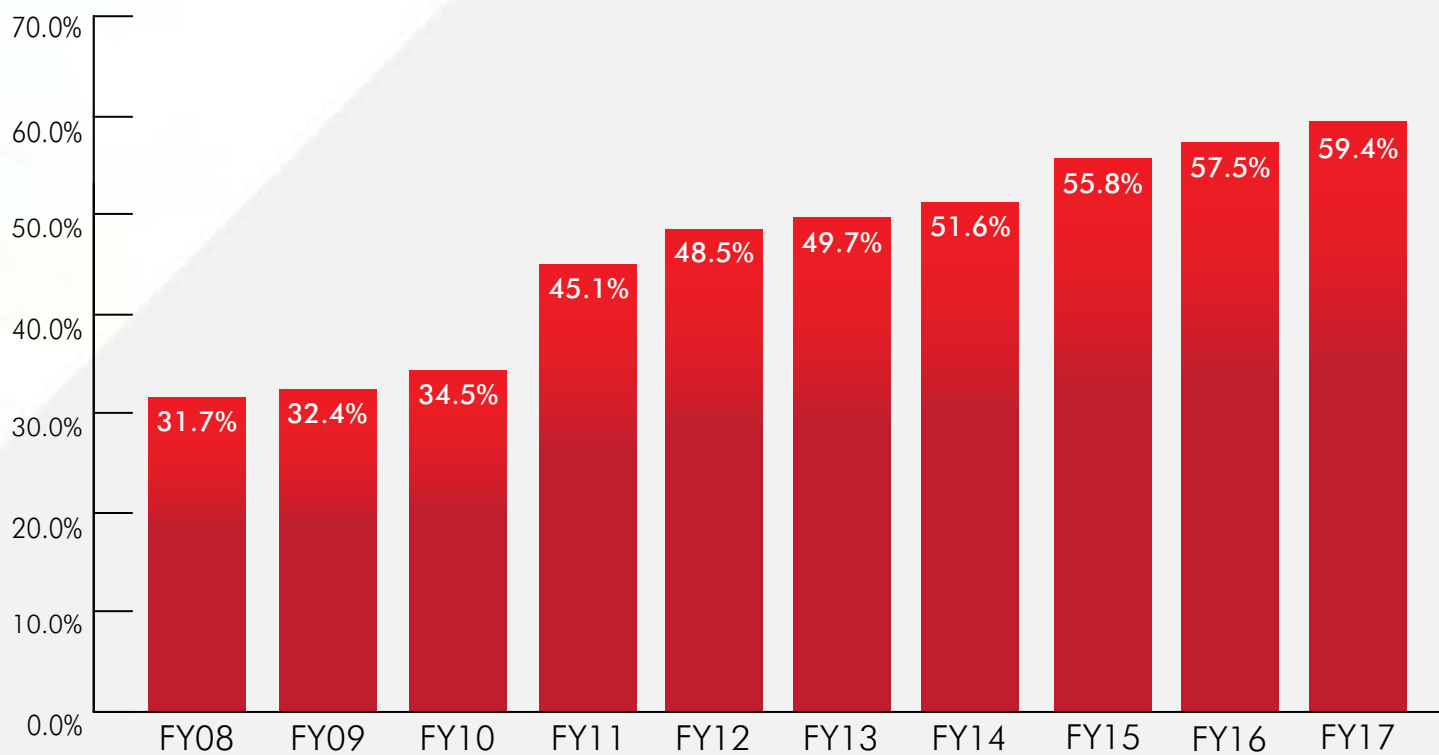


FIGURE 7: PERCENT ALTERNATIVE SERVICE DELIVERY, FY08-FY17



Note: All transactions are based on all MVA transactions. In FY14, the methodology for calculating these transactions changed and vision test transactions were excluded.

VEHICLE *Sales*



Vehicles are a major part of the work of the MDOT MVA. Over one million vehicles were sold in FY17, which is slightly less than the number sold in FY16 as shown in **Figure 8**. When examining vehicle sales throughout the calendar year, historically March and June show up as the months with the highest number of sales as indicated in **Figure 9**. December and February remain the months with the lowest number of vehicle sales.



FIGURE 8: TOTAL NUMBER OF VEHICLES SOLD, FY09-FY17

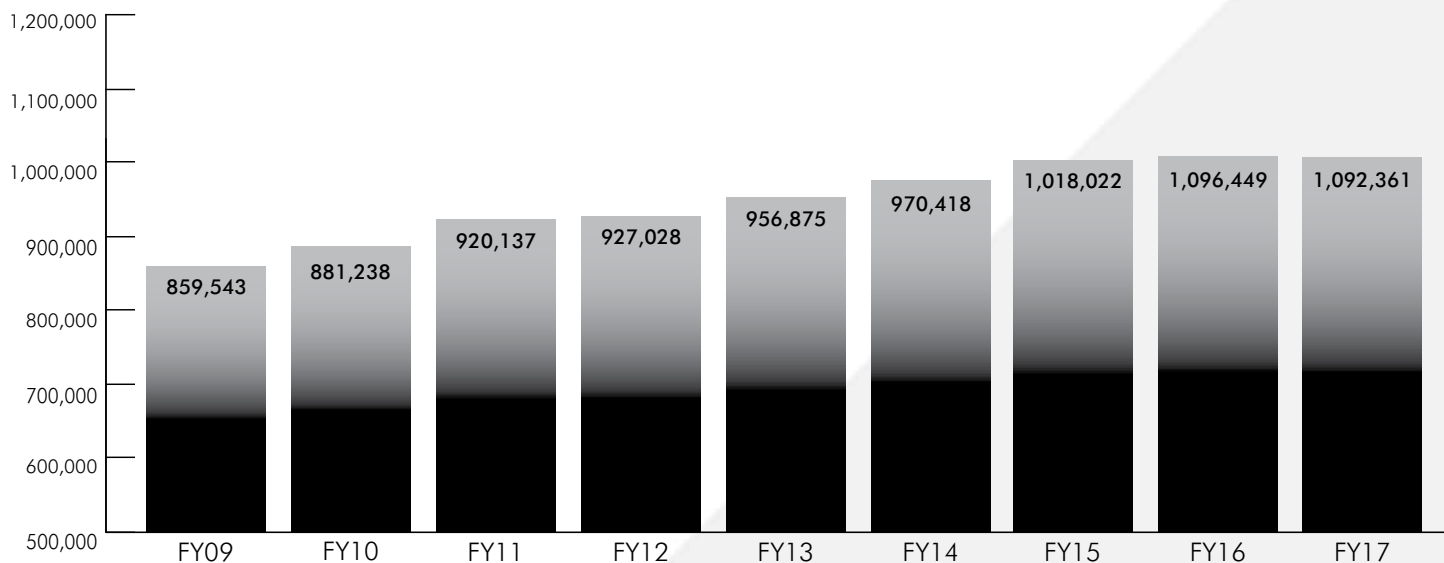
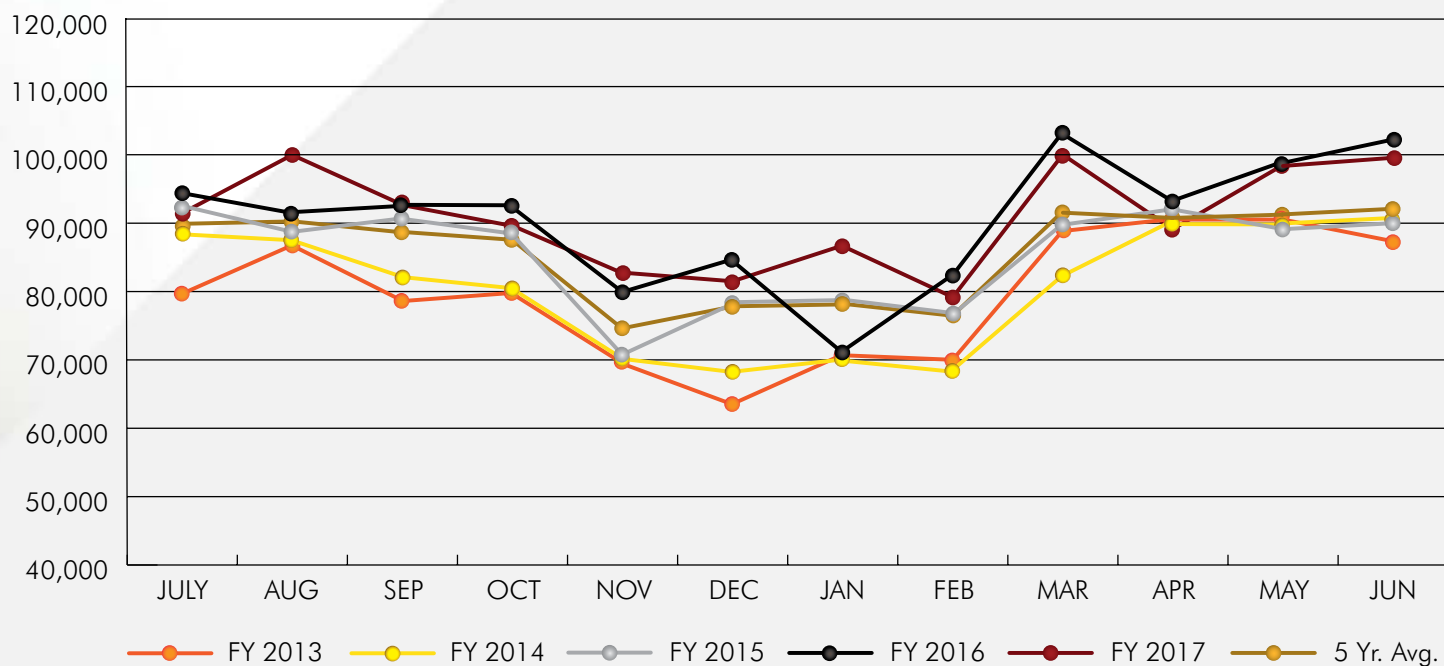


FIGURE 9: MONTHLY VEHICLES SOLD, FY13-FY17



REGISTERED VEHICLES

by County and Year

There were over 5 million registered vehicles in Maryland in FY17, an increase of one percent from FY16. All total the number of registered vehicles increased by 57,373 as shown in **Table 6**. Not surprising, the counties with the largest number of registered vehicles are also those with the largest populations, Montgomery, Prince George's and Baltimore. These three counties represent over 43 percent of all registered vehicles in the state.

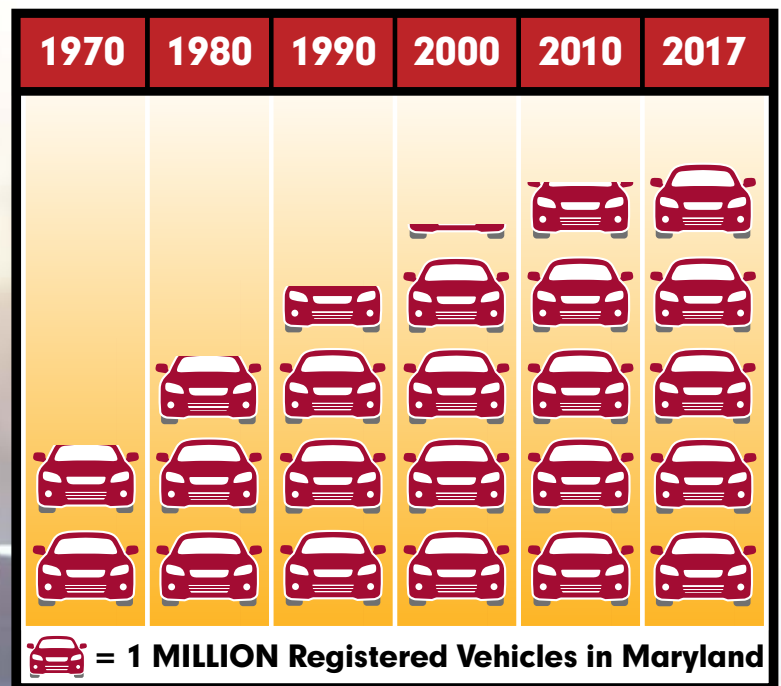
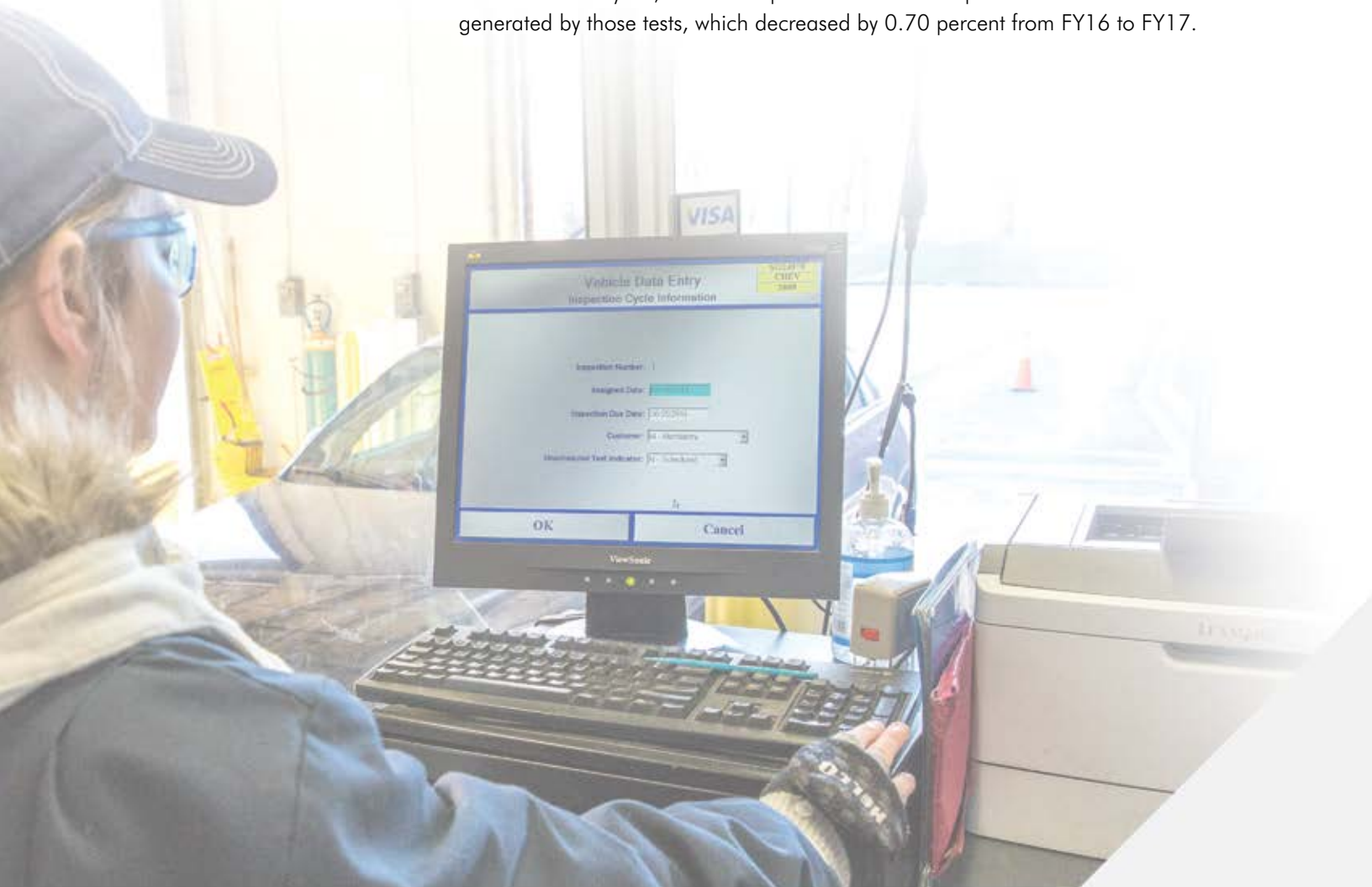


TABLE 6: VEHICLE REGISTRATION BY COUNTY, FY80-FY16

COUNTIES	1980	1990	2000	2010	2014	2015	2016	2017
Allegany	58,135	59,175	61,604	62,813	61,481	61,522	61,345	61,917
Anne Arundel	280,434	372,187	443,587	513,278	542,768	548,755	552,968	562,327
Baltimore	503,077	591,708	597,466	660,553	680,074	692,233	701,014	687,992
Baltimore City	348,379	293,390	314,145	280,793	303,542	309,611	293,270	293,487
Calvert	26,774	48,437	68,161	91,108	93,322	94,446	95,636	96,383
Caroline	22,551	26,064	31,938	36,699	36,019	36,356	36,986	36,795
Carroll	81,028	116,940	142,307	176,842	178,086	179,479	179,561	183,558
Cecil	43,127	60,244	76,241	94,305	94,146	95,147	95,495	96,398
Charles	53,680	87,252	105,111	138,672	143,729	146,350	148,272	150,352
Dorchester	23,528	26,966	29,119	31,742	32,553	32,439	32,599	33,614
Frederick	90,443	143,304	179,129	226,529	231,390	234,601	238,409	240,963
Garrett	17,958	22,533	28,393	33,303	33,231	33,472	33,748	34,710
Harford	107,857	149,512	192,082	235,366	236,667	239,775	243,840	239,487
Howard	94,302	160,080	216,534	251,713	261,320	264,666	268,452	272,062
Kent	13,920	16,708	19,426	21,453	21,397	21,543	21,221	21,751
Montgomery	444,939	584,373	650,261	754,641	763,346	774,968	787,453	800,392
Prince George's	460,754	535,132	550,048	626,009	653,111	673,476	685,700	696,608
Queen Anne's	21,074	33,114	40,911	53,779	53,842	54,480	55,564	56,297
Somerset	13,654	16,224	17,939	20,570	20,125	21,721	19,388	20,179
St. Mary's	39,582	58,987	76,601	104,488	108,794	108,860	112,179	113,227
Talbot	23,037	29,518	34,759	42,116	42,110	42,488	42,907	43,207
Washington	85,668	102,692	114,103	136,894	137,007	137,203	138,494	141,919
Wicomico	50,312	63,376	73,430	86,553	87,766	89,182	88,464	90,719
Worcester	25,515	36,626	47,720	57,117	56,655	57,230	59,393	58,030
COUNTY TOTAL	2,929,728	3,634,542	4,111,015	4,737,336	4,872,481	4,950,003	4,992,358	5,032,374
No County Listed	938	2,213	2,520	2,455	0	16	0	17,357
GRAND TOTAL	2,930,666	3,636,755	4,113,535	4,739,791	4,872,481	4,950,019	4,992,358	5,049,731

VEHICLE EMISSIONS *Inspection*

Maryland has established a clean air standard. To ensure those standards are met, the state tests vehicle emissions through the MDOT MVA VEIP, which conducts safety inspection on all vehicles before registration and then periodically. VEIP allows individuals to conduct this inspection at any of the ten self-service kiosks or owners can have the vehicle tested at 18 centralized inspection stations. Seven of the self-service kiosks are located in air quality non-attainment areas, which are considered to have air quality worse than the National Ambient Air Quality Standards. The MDOT MVA and the Maryland Department of the Environment are also looking at other ways to enhance the program such as mobile units, telematics, and remote testing. The current system for vehicle emissions inspections will continue until 2019. **Table 7** shows the number of vehicle tests given from FY10 to FY17. Between FY16 and FY17, the number of tests increased by 23,223 or 1.3 percent. The bottom part of the chart shows the fees generated by those tests, which decreased by 0.70 percent from FY16 to FY17.



Program (VEIP)

TABLE 7: VEHICLE TESTS AND FEES, FY10-FY17

VEHICLE TESTS	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17
Paid	1,097,777	1,601,018	1,618,522	1,601,809	1,639,436	1,693,926	1,683,770	1,685,753
Gratis	73,442	95,821	107,121	96,717	96,198	101,016	100,648	93,103
Kiosk							5,652	34,437
TOTAL	1,171,219	1,696,839	1,725,643	1,698,526	1,735,634	1,794,942	1,790,070	1,813,293

VEHICLE TEST FEES (\$)	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17
Inspection	15,368,878	22,414,252	22,659,308	22,425,802	22,952,104	23,700,376	23,558,016	23,467,562
Late	6,354,090	9,600,225	9,238,950	9,223,275	9,870,360	10,149,005	9,153,885	9,018,540
TOTAL	21,722,968	32,014,477	31,898,258	31,649,077	32,822,464	33,849,381	32,711,901	32,486,102





ALTERNATIVE FUEL *Vehicles*

The number of Maryland residents purchasing vehicles that use alternative sources for fuel continues to grow. As shown in **Figure 10**, hybrid vehicles grew by 5.8 percent from FY16 to FY17 and plug in electric vehicles increased by 38 percent. Hybrid vehicles are those that use two or more sources of fuel. The most common is a gasoline-electric combination.



FIGURE 10: THE GROWTH OF HYBRID AND ELECTRIC VEHICLES, FY08-FY17

	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17
Hybrid Vehicles	22,506	49,816	46,125	73,923	76,851	70,649	77,454	79,513	82,598	87,415
Plug-In Electric Vehicles	0	0	1	72	609	2,059	3,178	5,464	6,788	9,369
TOTAL	22,506	49,816	46,126	73,995	77,460	72,708	80,632	84,977	89,386	96,784



LICENSED DRIVERS

by Age and Year

The number of licensed drivers in Maryland continued to rise increasing by 1.5 percent from FY16 to FY17 as shown in **Table 8**. All total there are now more than 4.3 million licensed drivers in the state. The largest increase was in drivers 70-74 reflecting the national trend as more of the baby boom generation become aging road users. The next highest involved drivers age 35 to 39. The largest number of licensed drivers continue to be in the age 25 to 64 age range which includes over 3 million drivers.



TABLE 8: DRIVER'S LICENSE AGE STRATIFICATION, FY00-FY17

AGE	FY00	FY10	FY15	FY16	FY17
16	18,226	7,393	5,763	7,468	7,672
17	39,168	32,129	26,748	30,552	31,306
SUB-TOTAL	57,394	39,522	32,511	38,020	38,978
18	45,526	47,081	39,842	43,064	43,731
19	49,648	56,570	47,377	49,865	50,660
TEEN SUB-TOTAL	152,568	143,173	119,730	130,949	133,369
20	51,891	63,839	53,369	54,872	55,488
21	50,424	66,225	56,931	59,118	59,107
22	49,931	66,236	59,657	60,396	61,647
23	52,742	68,468	64,745	64,896	65,019
24	54,061	71,762	70,041	70,205	69,395
SUB-TOTAL	259,049	336,530	304,743	309,487	310,656
25-29	312,851	380,409	386,115	395,553	397,622
30-34	373,513	368,267	400,507	414,137	422,373
34-39	426,788	371,072	369,964	387,344	403,090
40-44	413,565	401,910	364,864	357,125	358,538
45-49	370,476	436,837	391,782	392,523	390,538
50-54	331,384	411,094	422,570	416,318	409,934
55-59	249,507	353,650	391,523	398,271	401,302
60-64	180,535	249,569	328,887	335,537	345,464
65-69	143,994	206,029	265,551	277,987	277,538
70-74	126,067	138,632	181,281	186,497	204,622
75-79	98,753	101,367	116,773	121,273	128,958
80-84	56,249	73,194	77,032	77,759	79,490
85-Over	27,579	53,207	64,430	64,115	66,009
SUB-TOTAL	3,111,261	3,545,237	3,761,279	3,824,439	3,885,478
GRAND TOTAL	3,522,878	4,024,940	4,185,752	4,264,875	4,329,503

INVESTIGATIONS

The Office of Investigations and Internal Affairs is responsible for conducting investigations of and complaints against the businesses MDOT MVA licenses and regulates. Some of the things the Office investigates include violations of Maryland's vehicle law; fraudulent driver and vehicle documentation; compulsory insurance; vehicle registration; unlicensed sales of vehicles; dealer investigations, and suspended and revoked driving privilege cases. They also review handicap parking permits and investigate cases referred by the MDOT MVA Medical Advisory Board, which assesses medical fitness to drive.

Figure 11 shows during fiscal year 2017 (FY17), the Office created 5,692 cases, an increase of 10.1 percent over 5,170 cases created in FY16. The number of cases closed increased by 1.34 percent from 4,559 in FY16 to 4,620 in FY17. The cases involved violations or customers' complaints relating to Maryland's driver licensing, vehicle titling, and car dealer laws, along with motor vehicle laws and regulations. These outcomes along with the number of administrative processes and customers served are shown in **Table 9**.



FIGURE 11: NUMBER OF CASES CREATED AND CLOSED, FY16-FY17

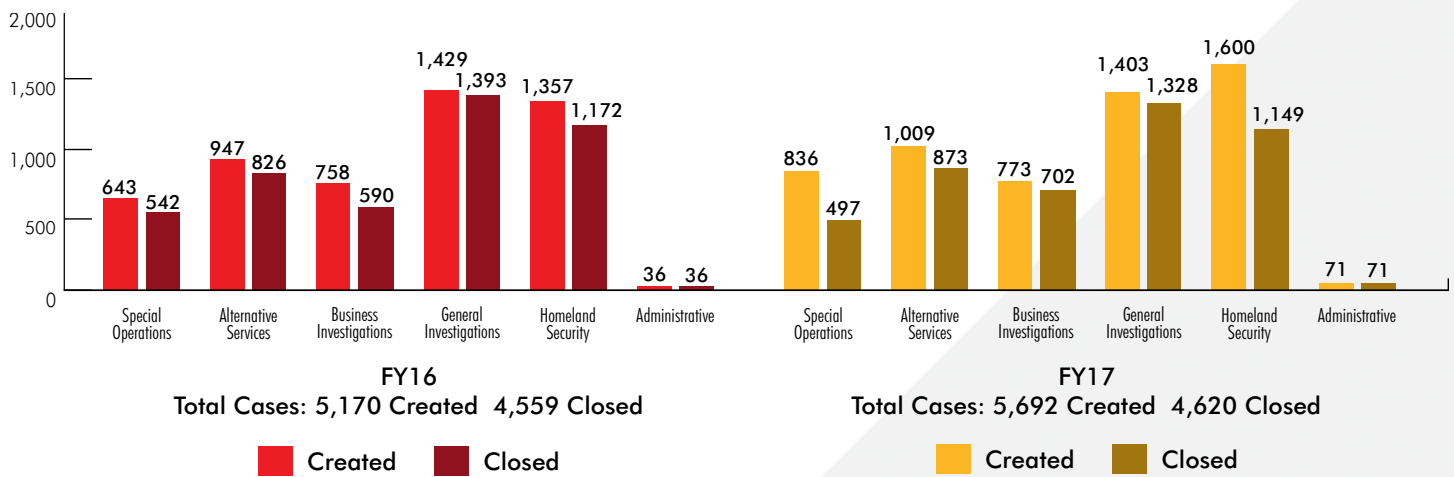


TABLE 9: NUMBER OF PROCESSED CASES, FY16-FY17

	FY16	FY17
Warnings Issued	96	93
Citations Issued	173	204
Subpoenas Processed	5,375	3,387
Administrative Processes	4,347	3,129
Titles Processed	-	11,825
Customers Served	49,041	42,058

CUSTOMER SERVICE *Center*

The MDOT MVA continues to make gains in customer service reducing the average call duration from 3:09 minutes in FY16 to 2:38 minutes in FY17 as shown in **Table 10**. That improvement also occurred with the overall number of calls increasing by 20.7 percent from 1,564,406 in FY16 to 1,888,235 in FY17. The majority of those calls are to the general information line, which totaled over 1.7 million in FY17. The abandon rate, which is also a good measurement for customer service also declined sharply from 13 percent in FY16 to 7 percent in FY17.



TABLE 10: NUMBER OF CALLS TO THE CUSTOMER SERVICE CENTER, FY16-FY17

	FY12	FY13	FY14	FY15	FY16	FY17
TOTAL NUMBER OF CALLS	1,314,289	1,306,323	1,432,930	1,646,580	1,564,406	1,888,235
Calls to the General Information Line	1,041,902	1,103,846	1,239,498	1,440,154	1,360,914	1,778,153
Average Time to Pick Up Call	3:55	5:24	4:27	2:48	3:43	2:17
Average Call Duration	3:03	2:59	2:55	3:00	3:09	2:38
Abandon Rate	-	17%	14%	9%	13%	7%

The number of customers served at MDOT MVA branch offices decreased from 3,778,157 to 3,638,793, a 3.7 percent decline as shown in **Table 11**. The decreases are likely due to increased use of alternative service delivery, particularly more use of online services. The branch office located in the MDOT MVA headquarters building in Glen Burnie continues to receive the largest number of customers followed by the branch offices in Beltsville and Gaithersburg.

TABLE 11: CUSTOMERS SERVED BY BRANCH, FY16-FY17

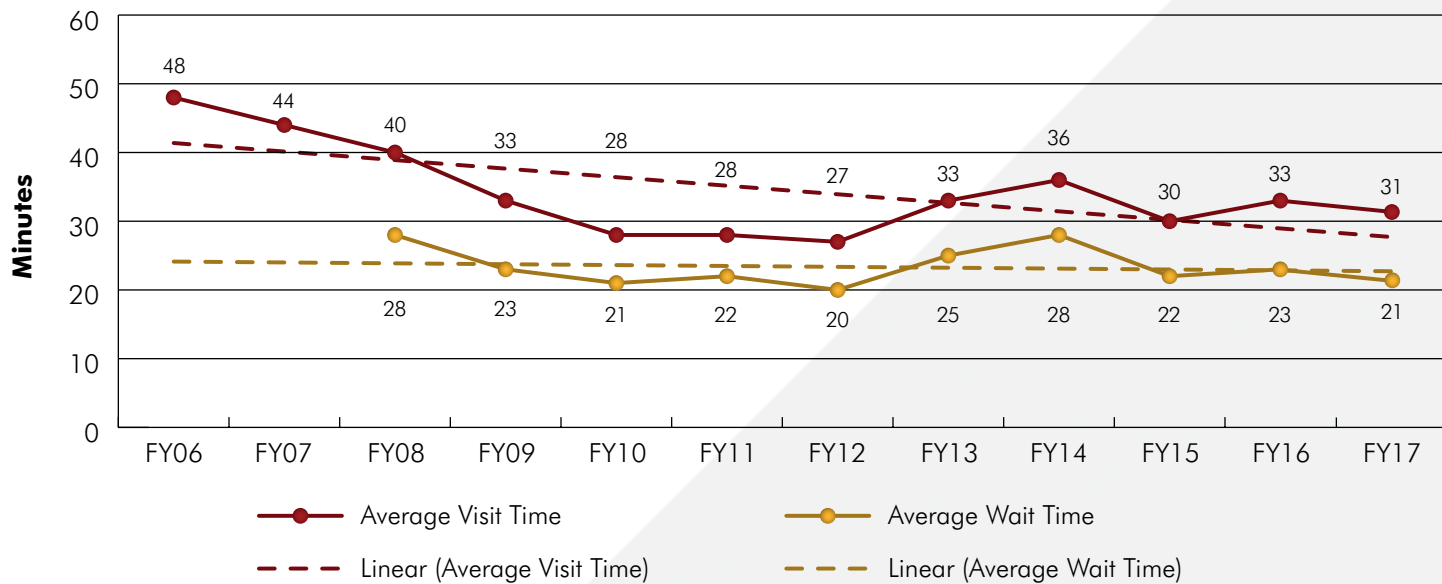
BRANCH	FY14	FY15	FY16	FY17
Annapolis	236,800	221,630	203,464	194,516
Baltimore City	323,750	279,777	258,896	241,175
Bel Air	176,247	156,161	152,565	149,024
Beltsville	324,825	290,071	283,765	266,479
Columbia	103,229	101,833	110,222	105,945
Cumberland	59,569	61,986	59,049	53,379
Easton	98,865	93,160	84,163	80,659
Elkton	92,392	97,494	95,881	90,107
Essex	200,971	194,001	191,679	187,651
Frederick	194,980	171,044	168,201	158,110
Gaithersburg	281,944	258,462	256,921	249,656
Glen Burnie	438,671	400,273	385,317	358,968
Glenmont	96,447	88,714	90,417	91,941
Hagerstown	119,193	115,884	109,824	101,428
Largo	345,885	297,432	307,098	314,120
LochRavenParkville	120,117	119,077	119,332	119,980
Loveville	90,641	78,935	78,054	78,977
Oakland	12,176	12,640	12,507	12,157
Prince Frederick	20,858	21,710	19,550	19,740
Salisbury	146,642	137,989	135,216	127,785
Waldorf	227,183	194,129	188,865	186,862
Walnut Hill	116,299	104,878	100,702	99,128
Westminster	142,854	127,920	119,074	107,783
White Oak	251,739	242,713	247,395	243,223
TOTAL	4,222,277	3,867,913	3,778,157	3,638,793

WAIT AND *Visit Time*

When customers do visit branch offices, MDOT MVA strives to make their visits as short and pleasant as possible. After an increase in both visit and wait times in FY16, FY17 is seeing the trend move downward once again falling to an average 31 minutes for visit time and an average 21 minutes for wait time as shown in **Figure 12**.



FIGURE 12: AVERAGE WAIT AND VISIT TIME (MINUTES), FY06-FY17



CUSTOMER *Satisfaction Survey*

MDOT MVA's focus on premier customer service is paying dividends with customer satisfaction increasing by 3 percent from FY16 to FY17 as shown in **Tables 12 and 13**. Each year, MDOT MVA conducts a customer survey in branch offices asking customers to determine their satisfaction with the wait time and whether they found employees friendly, helpful, and professional. **Table 13** shows the branch that continues to receive the highest customer satisfaction rating is Loveville, followed by Essex and Largo. Branch offices in Beltsville, Cumberland, and Glen Burnie also received high marks.



92.1%
**Overall Customer
Satisfaction**
(Statewide)

TABLE 12: CUSTOMER SERVICE SURVEY, FY16

	Survey Responses	Response Rate	Wait Time Satisfaction	Employee Effectiveness			Customer Satisfaction
				Friendly	Helpful	Professional	
				Percent "Good" and "Very Good"			
FULL SERVICE BRANCHES							
Annapolis	1,286	8.4%	82.8%	96.0%	96.2%	96.6%	92.6%
Baltimore City	1,830	9.6%	82.6%	92.8%	93.1%	93.3%	88.7%
Bel Air	1,606	14.6%	88.3%	96.9%	96.9%	97.5%	93.5%
Beltsville	2,486	12.1%	73.3%	87.3%	87.4%	88.1%	81.8%
Cumberland	1,243	29.0%	97.7%	98.2%	98.0%	98.4%	97.8%
Easton	1,614	25.7%	90.7%	97.1%	97.3%	97.8%	94.4%
Elkton	1,140	16.5%	94.3%	96.6%	97.1%	97.3%	95.5%
Essex	2,084	15.1%	89.3%	97.4%	97.4%	97.9%	94.1%
Frederick	2,430	19.8%	93.0%	98.7%	98.9%	97.4%	97.2%
Gaithersburg	6,984	37.0%	89.6%	98.0%	97.8%	98.4%	95.6%
Glen Burnie	8,050	28.0%	89.9%	97.3%	97.3%	97.6%	95.0%
Hagerstown	3,009	37.3%	93.8%	99.2%	99.0%	99.4%	97.7%
Largo	1,915	8.4%	83.7%	94.5%	94.9%	95.3%	90.5%
Loveville	1,871	30.2%	84.6%	93.9%	94.4%	95.1%	90.6%
Mobile Bus	919	0.0%	99.0%	100.0%	100.0%	100.0%	99.9%
Salisbury	1,438	14.4%	85.7%	93.8%	94.5%	94.8%	90.7%
Waldorf	1,630	11.5%	78.2%	90.8%	92.3%	92.2%	85.9%
Westminster	1,817	21.0%	88.4%	96.3%	96.3%	96.4%	93.0%
White Oak	1,808	9.9%	81.0%	93.3%	93.3%	94.6%	88.8%
Weighted Average		18.0%	85.7%	95.0%	95.2%	95.6%	91.7%
TOTAL	45,160						
EXPRESS BRANCHES							
Columbia	1,739	22.4%	88.4%	96.7%	97.3%	97.3%	94.4%
Glenmont	4,040	62.0%	95.8%	98.8%	98.9%	99.0%	98.4%
Loch Raven/Parkville	2,479	29.3%	86.2%	96.7%	96.8%	97.0%	92.5%
Walnut Hill	1,720	25.3%	91.9%	99.4%	99.4%	99.6%	97.2%
Weighted Average		33.8%	90.2%	97.8%	98.0%	98.1%	95.4%
TOTAL	9,978						
SATELLITE BRANCHES							
Oakland	226	22.4%	98.1%	98.5%	99.0%	99.5%	98.0%
Prince Frederick	542	37.5%	94.1%	97.9%	98.9%	99.1%	96.7%
Weighted Average		31.3%	95.8%	98.2%	98.9%	99.3%	97.3%
Total	768						
STATEWIDE							
Weighted Average		19.8%	86.2%	95.3%	95.5%	95.9%	92.1%
TOTAL	55,906						

TABLE 13: CUSTOMER SERVICE SURVEY, FY17

	Survey Responses	Response Rate	Wait Time Satisfaction	Employee Effectiveness			Customer Satisfaction
				Friendly	Helpful	Professional	
				Percent "Good" and "Very Good"			
FULL SERVICE BRANCHES							
Annapolis	1,441	14.10%	89.30%	97.00%	97.30%	98.00%	94.40%
Baltimore City	2,485	14.90%	90.10%	97.30%	96.90%	97.20%	94.30%
Bel Air	1,609	13.50%	85.30%	96.10%	96.60%	96.90%	91.80%
Beltsville	2,623	19.70%	98.70%	97.50%	98.00%	97.70%	97.60%
Cumberland	762	21.00%	95.70%	97.50%	98.00%	97.70%	97.60%
Easton	1,241	11.30%	93.20%	98.00%	98.20%	98.60%	96.90%
Elkton	755	7.80%	92.10%	96.90%	97.00%	97.20%	96.00%
Essex	1,055	13.40%	93.50%	99.30%	99.20%	99.00%	98.70%
Frederick	1,510	31.80%	88.90%	98.80%	98.90%	99.20%	95.90%
Gaithersburg	5,871	21.70%	92.50%	98.60%	99.00%	98.90%	96.70%
Glen Burnie	5,879	25.80%	92.10%	99.10%	98.90%	99.50%	97.60%
Hagerstown	1,952	4.90%	83.30%	93.50%	94.20%	94.60%	88.40%
Largo	1,152	21.80%	96.40%	98.50%	99.20%	99.10%	97.90%
Loveville	1,391		95.90%	100.00%	100.00%	100.00%	99.70%
Mobile Bus	635	11.50%	88.00%	98.00%	98.50%	98.60%	94.50%
Salisbury	1,103	8.20%	88.50%	97.30%	98.70%	98.10%	94.90%
Waldorf	1,141	15.60%	92.80%	96.90%	97.10%	97.00%	96.10%
Westminster	1,225	5.40%	87.80%	95.60%	96.90%	96.40%	93.60%
White Oak	970	14.50%	89.80%	97.20%	97.60%	97.70%	94.80%
Weighted Average		32.20%	89.40%	97.20%	97.70%	97.40%	95.30%
TOTAL	34,800						
EXPRESS BRANCHES							
Columbia	1,837	58.90%	95.20%	98.80%	99.00%	99.10%	98.20%
Glenmont	3,983	23.50%	88.50%	96.80%	97.00%	97.10%	94.20%
Parkville	2,025	57.00%	97.10%	99.80%	99.80%	99.90%	99.30%
Walnut Hill	3,985	42.10%	92.40%	98.10%	98.30%	98.90%	99.10%
Weighted Average		31.40%	99.00%	98.90%	99.20%	99.60%	98.90%
TOTAL	11,830						
SATELLITE BRANCHES							
Oakland	291	24.80%	99.40%	98.50%	98.30%	98.50%	99.30%
Prince Frederick	425	27.10%	99.30%	98.70%	98.60%	98.90%	99.10%
Weighted Average		17.50%	90.10%	97.30%	97.70%	97.80%	95.10%
Total	716						
STATEWIDE							
Weighted Average							
TOTAL	47,346						

OTHER *Services*

Internet Traffic

Table 14 shows hits to the MDOT MVA website decreased by 2.2 percent from FY16 to FY17 but the number of manual downloads in English, Spanish, Chinese, Nepali, and Vietnamese jumped 205.8 percent from 282,432 in FY16 to 863,548 in FY17. Making information available in Chinese started in FY16 and providing information in Nepali and Vietnamese occurred in FY17. Online law test tutorials continued to grow with a 4 percent increase from FY16 to FY17 while downloads of the MDOT MVA mobile app decreased 20.7 percent during the same time-period.



TABLE 14: INTERNET INTERACTIONS BY TYPE (MILLIONS), FY 17

INTERNET STATS	FY14	FY15	FY16	FY17
Manual Download (English, Spanish, Chinese, Nepali, Vietnamese)	295,887	282,760	282,432	863,548
Websites Hits	10,348,943	12,830,761	13,120,462	12,829,653
Online Law Test Tutorials	1,134,724	1,496,837	1,742,147	1,811,089
MVA App download	233,777	261,626	190,499	151,073

Business Licensing

Business licensing involves the MDOT MVA's providing licenses to a number of businesses in Maryland such as new car dealers, wreckers, manufacturers, and driving schools. Overall business licensing continues to grow increasing 2.9 percent from FY16 to FY17 as shown in **Table 15**. The largest number of licenses are salesman's licenses, which comprise 83.6 percent of all business licenses followed by licenses for wholesaler dealers and used car dealers.

TABLE 15: BUSINESS LICENSES, NUMBER OF TRANSACTIONS, FY14-FY17

CATEGORY	FY14	FY15	FY16	FY17
Salesman's License	11,281	11,709	12,187	12,247
New Car Dealer's License	210	218	205	222
Used Car Dealer's License	479	420	503	488
Motorcycle Dealer's License	37	36	40	35
Trailer Dealer's License	122	112	115	115
Boat Trailer Dealer's License	24	1	25	3
Wrecker's License	43	119	127	318
Scraper Processor's Licenses	11	11	52	112
Manufacturer's License	37	42	30	47
Distributor's License	14	17	20	17
Factory Branch License	1	2	2	2
Title Service Agent License	175	197	207	237
Wholesale Dealer License	461	492	458	531
Driver School Licenses				
Original	58	86	82	110
Renewal	167	151	186	163
TOTAL REGULATORY LICENSES	13,120	13,613	14,239	14,647

Auditing

There were a total of 138 auditing assignments for MDOT MVA in FY17, a decrease from the 248 assignments in FY16. The Administration added a new auditing assignment in FY17 with the Maryland Highway Safety Office is part of MDOT MVA. **Table 16** shows that the large number of audits in FY17 were those performed with dealers.

TABLE 16: NUMBER OF AUDITING ASSIGNMENTS, FY14-FY17

AUDITING ASSIGNMENTS	FY14	FY15	FY16	FY17
Dealers	116	110	87	74
Branch Office Reviews	11	7	11	6
Home Office Coverage	4	1	3	6
International Registration Program	37	53	129	39
Information Technology	1	2	1	0
MDOT MVA Inventory System	1	2	1	1
Maryland Highway Safety Office	-	-	-	2
Miscellaneous Assignments	33	30	16	10
TOTAL	203	205	248	138

Organ Donor

Among the many responsibilities of the MDOT MVA is tracking the number of driver's license and identification card holders who have elected to be an organ donor. **Figure 13** indicates the number of individuals electing this option increased slightly from 46.4% in FY16 to 46.6% in FY17.

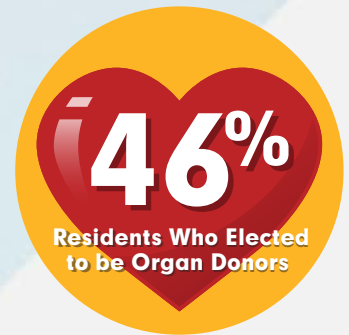


FIGURE 13: PERCENTAGE OF ORGAN DONORS, FY07-FY17



DEPARTMENTAL *Services*

Department services at MDOT MVA, which includes all mailed products (walk-ins, web, kiosks, and mail), decreased by 24.3 percent going from 1,868,074 in FY16 to 1,502,539 in FY17 as indicated in **Table 17**. The breakdown in FY17 for high volume central issuance includes 362,727 products where the customer used electronic services, and 1,139,812 branch walk in transactions.

TABLE 17: DEPARTMENTAL SERVICES, FY14-FY17

DEPARTMENTAL SERVICES	FY14	FY15	FY16	FY17
Branch Walk-In Driver License Products	1,329,596	1,275,185	1,224,030	0
Products Mailed via (High Volume Central Issuance)	354,318	657,548	644,044	1,502,539
TOTAL PRODUCTS	1,683,914	1,932,733	1,868,074	1,502,539



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